Connect Create Collaborate

Leon Ho <leon.ho@lacity.org>

Attachments required when existing CARE ticket at AMS

Victor Gonzalez <vic.v.gonzalez@lacity.org> Thu, Oct 3, 2019 at 12:06 PM
To: Leon Ho <leon.ho@lacity.org>
Cc: Gabriel Miranda <gabriel.miranda@lacity.org>, Jonelle Gardea <jonelle.gardea@lacity.org>, Oscar Figueroa <oscar.figueroa@lacity.org>, Danielle Maldonado <danielle.maldonado@lacity.org>, Rene Negrete <rene.negrete@lacity.org>, Rodell Zorilla <rodell.zorilla@lacity.org>

Hi Leonm,

Thanks for the update 👍

On Thu, Oct 3, 2019 at 11:43 AM Leon Ho <leon.ho@lacity.org> wrote:

Hi Victor,

I have requested ICSD to assist in creating your account.

For the SRs serviced without photos, staff are recompiling the information and will update the map within the next few days.

Thanks,

Leon Ho
Management Assistant
Livability Services Division
LA Sanitation and Environment

On Thu, Oct 3, 2019 at 10:21 AM Victor Gonzalez <vic.v.gonzalez@lacity.org> wrote:

Good morning Gabe and everyone,

I am using the CARE Program Confirmation Sheet 10.1 sent by Danielle Maldonado for me to close calls at AMS.

Two items where I need decision making or feedback:

- When there is a serviced ticket with no created point and attachments in Collector app data (First day of UHRC launch) but there is a **Ticket** created at AMS with SR #, I'm having the following issue:
  - When trying to close ticket the system is designed in a way that it requires an attachments. Can't close it.
    - Possible solution is adding LASAN Logo as an image?
- When there is a serviced ticket with no created point nor attachment in Collector app data (First day of UHRC launch) but there is **NoTicket** created at AMS with SR #, I need to create a ticket in MyLA311:
  - Still waiting to have access to MyLA311 account for me to be able to create and close ticket.

Thanks

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Regards,

Victor Gonzalez, MP, PPL, GISP

GIS Specialist
On UHRC Special Assignment Support
Geographic Information System Section
Solid Resources Support Services Division-SRSSD
Bureau of Sanitation
1149 S. Broadway St.
Los Angeles, CA 90015
vic.v.gonzalez@lacity.org
Office (213) 485-4466
City Device (323) 572-5066

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Regards,

Victor Gonzalez, MP, PPL, GISP

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